

Claim Amendments

105. *(currently amended)* A method for implementing a voice user interface with personality, comprising:
- selecting a personality from a plurality of personalities;
 - defining a dialog based on the selected personality, wherein the dialog emulates human verbal behavior for the selected personality; and
 - developing a recognition grammar, wherein the recognition grammar is developed to enable the voice user interface with personality to recognize user spoken commands ~~by the voice user interface with personality~~.
106. *(previously presented)* The method recited in Claim 105, further comprising:
- determining market requirements.
107. *(previously presented)* The method recited in Claim 105, wherein:
- selecting a personality further comprises selecting a plurality of personalities.
108. *(previously presented)* The method recited Claim 107, wherein:
- defining a dialog based on the selected personality further comprises defining a dialog based on the plurality of personalities.
109. *(previously presented)* The method recited Claim 107, wherein:
- developing a recognition grammar further comprises developing a recognition grammar for each of the plurality of personalities.
110. *(previously presented)* The method recited in Claim 106, wherein:
- determining market requirements further comprises determining functionality of a voice user interface with personality as desired by one or more target customers.
111. *(previously presented)* The method recited in Claim 105, wherein:
- defining a dialog further comprises generating a greeting to be output to the user.

112. *(previously presented)* The method recited in Claim 105, wherein:
defining a dialog further comprises generating a prompt to be provided to a user
in order to initiate an interaction.
113. *(previously presented)* The method recited in Claim 105, wherein:
defining a dialog further comprises generating a response to be provided to a use.
114. *(previously presented)* The method recited in Claim 105, further comprising:
providing a data processing device capable of executing the application.
115. *(previously presented)* The method recited in Claim 105, further comprising:
determining that the dialog should be refined; and
refining the dialog.
116. *(previously presented)* The method recited in Claim 105, wherein:
developing a recognition grammar further comprises specifying a set of
commands that a voice user interface with personality can understand when spoken by
the user.
117. *(previously presented)* The method recited in Claim 105, further comprising:
generating a help file that coaches the user to say phrases that are included within
the recognition grammar.
118. *(previously presented)* The method recited in Claim 105, further comprising:
defining application requirements.
119. *(previously presented)* The method recited in Claim 118, wherein:
defining application requirements further comprises defining functional
requirements for interaction with a user.
120. *(previously presented)* The method recited in Claim 118, wherein:

defining application requirements further comprises defining functional requirements for voice mail functionality.

121. *(previously presented)* The method recited in Claim 118, wherein:
defining application requirements further comprises defining functional requirements for electronic mail (email) functionality.
122. *(previously presented)* The method recited in Claim 105, further comprising:
creating a description of a stereotypical person displaying the selected personality.
123. *(previously presented)* The method of Claim 107, further comprising:
creating a description of a stereotypical person displaying the plurality of personalities.
124. *(previously presented)* The method recited in Claim 122, wherein:
creating a description further comprises describing the age of the stereotypical person.
125. *(previously presented)* The method recited in Claim 122, wherein:
creating a description further comprises describing the gender of the stereotypical person.
126. *(previously presented)* The method recited in Claim 122, wherein:
creating a description further comprises describing the education level of the stereotypical person.
127. *(previously presented)* The method recited in Claim 122, wherein:
creating a description further comprises describing the employment history of the stereotypical person.
128. *(previously presented)* The method recited in Claim 122, wherein:

creating a description further comprises describing the gender of the stereotypical person.

129. *(previously presented)* The method recited in Claim 122, wherein:
creating a description further comprises describing the current employment position of the stereotypical person.
130. *(previously presented)* The method recited in Claim 105, further comprising:
developing a scenario for verbal interaction between the stereotypical person and a typical user.
131. *(previously presented)* The method recited in Claim 129, wherein:
developing a scenario further comprises developing a plurality of scenarios, each of the plurality of scenarios being a scenario for verbal interaction between the stereotypical person and a different one of a plurality of typical users.
132. *(previously presented)* The method recited in Claim 105, further comprising:
generating a script for the dialog.
133. *(previously presented)* The method recited in Claim 132, wherein:
the script represents the dialog in language that represents the selected personality.
134. *(previously presented)* The method recited in Claim 132, wherein:
the script includes a plurality of greetings.
135. *(previously presented)* The method recited in Claim 118, further comprising:
implementing an application based on the application requirements and the dialog.
136. *(previously presented)* The method recited in Claim 135, wherein:

implementing an application further comprises generating a finite state machine to specify all functions specified in the application requirements.

137. *(previously presented)* The method recited in Claim 135, wherein:

implementing an application further comprises generating software code to implement a finite state machine that specifies all functions specified in the application requirements.

138. *(previously presented)* The method recited in Claim 132, further comprising:

recording the script to generate a recorded script reflecting the selected personality.

139. *(previously presented)* The method recited in Claim 138, further comprising:

selecting an actor;

wherein recording the script further comprises recording the script as uttered by the actor.

140. *(previously presented)* A voice user interface with personality created in accordance with the method recited in Claim 105.